# Supportive Housing Opportunities Planner: Setting a Path to End Chronic Homelessness Locally

To achieve the *Opening Doors* goal of ending chronic homelessness, communities must have enough supportive housing units available to serve individuals currently experiencing chronic homelessness, and to prevent people with disabling conditions from becoming chronically homeless in the future.[1]

A shortfall in available supportive housing nationally has forced us to move the national goal of ending chronic homelessness from 2015 to 2017. In response to that gap, the President's Fiscal Year 2017 Budget again proposes resources to increase the nation's inventory of supportive housing by 25,500 units.

But many communities can achieve the goal, and others can make significant progress with the resources that already exist locally, if they improve their targeting and prioritization of people experiencing chronic homelessness for existing supportive housing units. Achieving the goal requires that communities:

- Prioritize individuals experiencing chronic homelessness for supportive housing units that turn over
- Increase supportive housing opportunities by reallocating existing funds, where possible, and dedicating new funding provided through both targeted grants (e.g., Continuum of Care program funding) and through mainstream resources (e.g., Housing Choice vouchers, Medicaid, and behavioral health funding)

## Purpose of the Tool

**The Supportive Housing Opportunities Planner (SHOP) tool is designed to help community stakeholders sharpen their strategies for ending chronic homelessness locally.** For example, a community might use the tool to determine that it can end chronic homelessness by ensuring that 80% of its supportive housing turnover units are prioritized to people experiencing chronic homelessness and by creating 50 new units of supportive housing. Another community may find that it can achieve the goal by prioritizing all existing turnover units to individuals experiencing chronic homelessness without creating any new units.

While the SHOP tool can help inform and guide local discussions, it has limitations. For example, the tool is based on Point-in-Time and Housing Inventory Count data provided to HUD by CoCs, which may not be the most recent. In addition, because the tool is set at the CoC-level, it may not take into account the local geographic distribution of units. A Balance of State CoC, for example, may find that the tool indicates that the number of available turnover units is sufficient to achieve the goal, but should also recognize that these turnover units may not match where people experiencing chronic homelessness are located. It should also be noted that the tool is focused on ending chronic homelessness among individuals and does not encompass a community's need for supportive housing for other populations such as families, youth, or people exiting institutions.

For more on strategies to end chronic homelessness locally:

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[1] The *Opening Doors* goal to end chronic homelessness consists of ending homelessness among *individuals* experiencing chronic homelessness, including unaccompanied youth between the ages of 18 and 24. Families experiencing chronic homelessness are included in the *Opening Doors* goal to end homelessness among families, youth, and children in 2020.

- HUD has provided [guidance to CoCs and supportive housing providers](#) on how to adopt policies to prioritize people experiencing chronic homelessness.
- USICH's [Tools for Action Database](#) includes resources on building the supportive housing pipeline.
- USICH's [10 Strategies to End Chronic Homelessness](#).
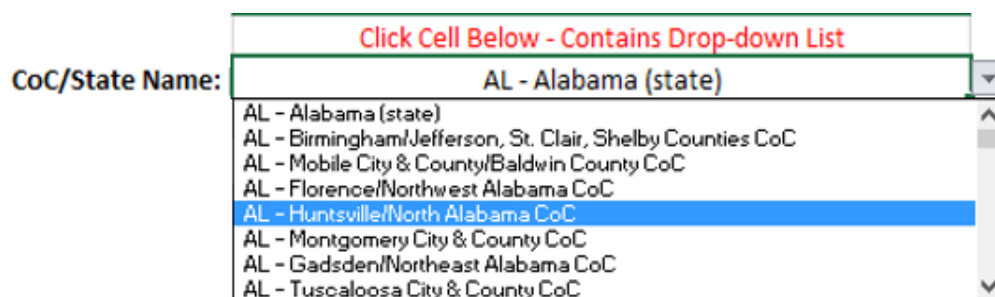
## How to Use the SHOP Tool

The SHOP tool is an Excel spreadsheet with two sections. The left side of the tool lists the inputs (Fields A-I), while the right side lists impacts on the annual need and the number of individuals experiencing chronic homelessness housed from 2015 through 2017 (Fields 1-15). Below is a field-by-field walkthrough of the input and impact sections.

**INPUTS**                                                         **IMPACTS**

### INPUTS

| | | | |
|---|---|---|---|
| A | 66 | = | Individuals experiencing chronic homelessness (default: local 2015 Point-In-Time Count data) |
| B | 30% | = | Annualization factor (inflow/undercount) |
| C | 502 | = | Total inventory of supportive housing units for households without children (default: local 2015 Housing Inventory Count data) |
| D | 15% | = | % of supportive housing units that turnover annually |
| E | 56% | = | % of supportive housing dedicated to chronic homelessness (default: local 2015 Housing Inventory Count data) |
| F | 30% | = | % of non-dedicated supportive housing prioritizing people experiencing chronic homelessness |
| G | 0 | = | Newly created supportive housing units available in 2015 |
| H | 0 | = | Newly created supportive housing units available in 2016 |
| I | 0 | = | Newly created supportive housing units available in 2017 |
| | 0 | | |

### IMPACTS

| | | | | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|
| 1 | Number of individuals exp. chronic homelessness at beginning of year | | | 66 | 33 | - |
| 2 | Number newly entering or not counted in PIT | | | 19 | 10 | 0 |
| 3 | **Annual need** | | | 85 | 43 | - |
| 4 | Total available SH inventory for households without children | | | 502 | 502 | 502 |
| 5 | Supportive housing units dedicated to chronic homelessness | | 56% | 283 | 283 | 283 |
| 6 | Annual turnover of dedicated supportive housing units | | 15% | 42 | 42 | 42 |
| 7 | Total non-dedicated SH for households without children | | | 219 | 219 | 219 |
| 8 | Annual turnover of non-dedicated supportive housing units | | 15% | 32 | 32 | 32 |
| 9 | Non-dedicated SH units prioritized for chronic homelessness | | 30% | 10 | 10 | 10 |
| 10 | CH individuals housed through dedicated turnover SH | | | 42 | 42 | 42 |
| 11 | CH individuals housed through prioritized turnover SH | | | 10 | 10 | 10 |
| 12 | CH individuals housed through newly created SH | | | - | - | - |
| 13 | **Total housed** | | | 52 | 52 | 52 |
| 14 | **Number of individuals exp. chronic homelessness at year-end** | | | 33 | - | - |
| 15 | Percent Change since 2014 | | | | -100% | -100% |

**CoC/State Name:**

Begin by selecting a CoC or state using the drop-down menu in cell E3. The list is ordered alphabetically by state. This function will automatically populate Field A with the number of individuals experiencing chronic homelessness in the jurisdiction based on the 2015 Point-in-Time count. Field C will prepopulate with the total inventory of supportive housing units for households without children in the jurisdictions based on the 2015 Housing Inventory Count.

CoC/State Name:

Click Cell Below - Contains Drop-down List

AL – Alabama (state)

AL – Alabama (state)
AL – Birmingham/Jefferson, St. Clair, Shelby Counties CoC
AL – Mobile City & County/Baldwin County CoC
AL – Florence/Northwest Alabama CoC
AL – Huntsville/North Alabama CoC
AL – Montgomery City & County CoC
AL – Gadsden/Northeast Alabama CoC
AL – Tuscaloosa City & County CoC

## INPUTS Fields:

**Field A**: **Individuals experiencing chronic homelessness (cell C7)**

| | |
|---|---|
| *Meaning*: | The total number of individuals experiencing chronic homelessness in 2015. |
| *Default Value*: | The 2015 Point-in-Time count on individuals experiencing chronic homelessness for the selected jurisdiction. |
| *Override Option:* | A community can override the Point-in-Time count number with a number generated by other local data sources, if it believes these data sources more accurately capture the number of individuals experiencing chronic homelessness (sheltered and unsheltered) at the beginning of 2015 (for example, by using local Homelessness Management Information System data). To restore the default value, click the "Reset" button found in cell N3. |

**Field B**: **Annualization factor (inflow/undercount) (cell C9)**

| | |
|---|---|
| *Meaning*: | The estimated percent increase of the number of people experiencing chronic homelessness entered in Field A due to inflow (new people experiencing chronic homelessness entering the homelessness assistance system) and undercount (people experiencing chronic homelessness who were not captured in the number in Field A). |
| *Default Value*: | 30%, which represents the estimated average national inflow and undercount factor. |
| *Override Option*: | Communities that have reliable inflow and undercount data can override this default. If the community has separate inflow and undercount percentages, it can add the two percentages together in this field. |

**Field C**: **Total inventory of supportive housing units for households without children (cell C11)**

| | |
|---|---|
| *Meaning:* | The number of adult-only supportive housing units (not just limited to people experiencing chronic homelessness) funded by the CoC or another source. |
| *Default Value:* | The jurisdiction's total number of adult-only supportive housing units, as reported in the 2015 Housing Inventory Count. |
| *Override Option:* | A community can override the default value if it has a more accurate number of adult individual-only supportive housing units available in the community to reflect additional projects not captured in the Housing Inventory Count or units no longer available due to unit closures or other factors. To restore the default value, click the "Reset" button found in cell N3. |

**Field D**: **Percentage of supportive housing units that turn over annually (cell C13)**

| | |
|---|---|
| *Meaning:* | The percentage of all adult-only supportive housing units (Field C) that turnover annually. |
| *Default Value:* | 15%, which represents the average annual turnover rate nationally. |
| *Override Option:* | The community can enter a percentage that it believes accurately reflects the annual turnover rate of its adult-only supportive housing units. |
| Note: | Supportive housing units that become available due to turnover present an opportunity to house additional people experiencing chronic homelessness. Communities should strive to maximize positive exits (i.e., exits that are at the tenant's choice, along with increased income or improvements in health, mental health, or substance use condition) while minimizing negative exits. To increase the rate of positive exits, communities and individual supportive housing projects can implement moving-up approaches that help tenants obtain other affordable or independent housing. Providers can minimize negative exits by implementing a Housing First approach. For more information, see USICH's [Housing First Checklist](#). |

**Field E**: **Percentage of supportive housing units dedicated to chronic homelessness (cell C15)**

| | |
|---|---|
| *Meaning:* | The percentage of the community's supportive housing inventory (listed in Field C) that is dedicated to persons experiencing chronic homelessness. |
| *Default Value:* | The percentage of the number of units dedicated to chronic homelessness compared to the total inventory of adult-only supportive housing units, as reported in the 2015 Housing Inventory Count. Please note that CoCs are required to include all supportive housing units dedicated to house people experiencing chronic homelessness, including families experiencing chronic homelessness, in their Housing Inventory Count. |
| *Note:* | Communities are encouraged to increase the number of supportive housing units that are dedicated to persons experiencing chronic homelessness. Dedicated units funded through the CoC program can only be used to house persons experiencing chronic homelessness, unless there are no persons within the CoC that meet that criteria. In addition, a community may choose to similarly target non-CoC-funded units to only serve persons experiencing chronic homelessness. |

**Field F**: **Percentage of non-dedicated supportive housing units prioritizing people experiencing chronic homelessness (cell C17)**

| | |
|---|---|
| *Meaning:* | The percentage of all adult-only supportive housing units (in Field C) that prioritize people experiencing chronic homelessness. |
| *Default Value:* | 30% |
| *What to Enter:* | This field contains a drop-box with options of 30%, 50%, 80%, and 100% prioritization rates of non-dedicated units. A value other than these pre-set values may also be entered. Communities should examine the impact that higher rates of prioritization will have on their efforts to end chronic homelessness. |
| *Note:* | CoCs were asked to commit to prioritizing a certain percentage of persons experiencing homelessness in CoC-funded non-dedicated supportive housing units in the FY 2015 program competition. In addition, all recipients of CoC-funded supportive housing units are encouraged to prioritize units for persons experiencing homelessness as they become vacant, to the maximum extent practicable. Communities should use a similar admissions preference for units that are not funded by the CoC to increase the percentage of units that are prioritized to people experiencing homelessness. |

**Field G, H, and I**: **Newly created supportive housing units available in 2015, 2016, and 2017 (cells C19, C21, and C23)**

| | |
|---|---|
| *Meaning:* | The number of newly created supportive housing units (funded through the CoC program and all other sources) that serve people experiencing chronic homelessness starting in 2015, 2016, and 2017, respectively. |
| *Default Value:* | 0 for each year. |
| *How to Use:* | Communities should enter the number of projected additional units that are available to serve people experiencing chronic homelessness in 2015, 2016, and 2017. Both CoC-funded units and units funded by other sources should be included, as well as non-dedicated and dedicated units. Communities should subtract any known or projected unit closures in these fields. Communities are encouraged to assess the number of newly created supportive housing units necessary to end chronic homelessness in 2017 or earlier. |

# IMPACTS Fields:

**Field 1: Number of individuals experiencing chronic homelessness at the beginning of the year (cells V7 – Y7)**
The number of individuals experiencing chronic homelessness at the beginning of each year.

**Field 2: Number newly entering or not counted in the Point-in-Time count (cells V8 – Y8)**
The projected number of individuals who are newly experiencing chronic homelessness (inflow) or who were not counted in the Point-in-Time count (or other data source provided in Field A), based on the annualization factor entered in Field B of the Inputs section.

**Field 3: Annual need (cells V9 – Y9)**
The estimated number of individuals experiencing chronic homelessness based on the Point-in-Time count (or other data source provided in Field A) and the inflow/undercount in Field 2.

**Field 4: Total available supportive housing inventory for households without children (cells V11 – Y11)**
The total adult-only supportive housing inventory captured in Field C, in addition to the newly created supportive housing units available in 2015, 2016, and 2017 (as captured in Fields G, H, and I).

**Field 5: Supportive housing units dedicated to chronic homelessness (cells V12 – Y12)**
The total number of units dedicated to people experiencing chronic homelessness as determined by the percentage of all supportive housing units entered in Field E.

**Field 6: Annual turnover of dedicated supportive housing units (cells V13 – Y13)**
The number of dedicated turnover units based on the percentage entered in Field D.

**Field 7: Total non-dedicated supportive housing for households without children (cells V15 – Y15)**
The total number of supportive housing units that are not dedicated to people experiencing chronic homelessness. Because this tool does not capture new units that become dedicated, a community may have additional dedicated units, and therefore fewer non-dedicated units, than listed in this field.

**Field 8: Annual turnover of non-dedicated supportive housing (cells V16 – Y16)**
The number of non-dedicated turnover units based on the percentage entered in Field D.

**Field 9: Non-dedicated supportive housing units prioritized for chronic homelessness (cells V17 – Y17)**
The estimated number of units that will be prioritized for people experiencing chronic homelessness, based on the turnover rate entered in Field D.

**Field 10: Individuals experiencing chronic homelessness housed through dedicated turnover supportive housing (cells V19 – Y19)**
The estimated number of individuals experiencing chronic homelessness housed each year, based on the number of dedicated supportive housing units that turn over each year (Field 6).

**Field 11: Individuals experiencing chronic homelessness housed through prioritized turnover supportive housing (cells V20 – Y20)**
The estimated number of individuals experiencing chronic homelessness housed each year based on the number of prioritized turnover supportive housing units (Field 8).

**Field 12: Individuals experiencing chronic homelessness housed through newly created supportive housing (cells V21 – Y21)**

The estimated number of individuals housed through newly created supportive housing units made available in 2015, 2016, and 2017, as listed in Fields G, H, and I, respectively, of Inputs.

**Field 13: Total individuals experiencing chronic homelessness housed (cells V22 – Y22)**
The sum of all individuals housed through dedicated turnover supportive housing, prioritized turnover supportive housing, and newly created supportive housing (Fields 10 through 12).

**Field 14: Number of individuals experiencing chronic homelessness at year-end (cells V24-V25 – Y24-Y25)**
The total number of individuals housed (Field 13) subtracted from the estimated annual need (Field 3). Communities with a goal to end chronic homelessness in 2016 should assess the impact of the inputs on the estimated number of individuals experiencing chronic homelessness in 2016.

**Field 15: Percent change since 2014 (cells V26 – Y26)**
The estimated percent change in the number of individuals experiencing chronic homelessness for each year from 2015 through 2017. Communities with a goal to end chronic homelessness in 2016 should assess the impact of the inputs on the estimated percent change between 2015 and 2016.